
Title: Associate, CRM Technology
Reports to: Associate Director, CRM Technology
Department: Database
Location: Norwalk, CT

MMRF OVERVIEW:

The Multiple Myeloma Research Foundation (MMRF) is the largest nonprofit in the world solely focused on accelerating a cure for each and every multiple myeloma patient. We drive the development and delivery of next-generation therapies, leverage data to identify optimal and more personalized treatment approaches, and empower myeloma patients and the broader community with information and resources to extend their lives. Central to our mission is our commitment to advancing health equity so that all myeloma patients can benefit from the scientific and clinical advances we pursue. Since our inception, the MMRF has committed over \$600 million for research, opened nearly 100 clinical trials, and helped bring 15+ FDA-approved therapies to market, which have tripled the life expectancy of myeloma patients. To learn more, visit www.themmr.org.

MMRF Core Values:

At the MMRF our core values define both who we are and how we work together as an organization. We believe in investing in our team and building a culture that will help us pursue our highest level mission to accelerate a cure for each and every multiple myeloma patient. Our five core values are expressed below:

1. **Prioritize Patients** - Patients are at the center of everything we do. Every decision we make is grounded in the needs and best interests of the patients we serve.
2. **Drive Innovation** - We are committed to pursuing big, bold ideas. Taking risks, trying new approaches, and challenging the status quo are necessary to speed new discoveries.
3. **Deliver Solutions** - Taking on complicated challenges is what sets us apart. To deliver results, we must be decisive, take action, and act with urgency on behalf of the myeloma community.
4. **Do It Together** - We know that together, we are stronger. We work cross-functionally with the entire community to achieve our mission and are invested in the success of others.
5. **Build Trust** - We build trust-based relationships. We advocate for each and every myeloma patient by committing to diversity, equity, and inclusion and treating others with respect.

Position Overview:

The Associate, CRM Technology plays a vital role in supporting the Salesforce Customer Relationship Management (CRM) system within the MMRF. This position is responsible for the day-to-day administration, maintenance, and user support of Salesforce CRM, ensuring its effective utilization to enhance sales, fundraising, marketing and constituent management efforts. We are looking for a proactive individual with a high level of intellectual curiosity that can help us continually improve and enhance our Salesforce platform, gather requirements, feedback, and design best practice solutions. This role is an excellent opportunity to learn about Salesforce and gain experience in a nonprofit setting.

Essential Functions:

1. Salesforce CRM Administration:
 - Assist in routine administrative tasks, including user management, security settings, and data maintenance within Salesforce CRM.
 - Configure and customize Salesforce CRM to meet the organization's specific needs, flows, and processes.

- Collaborate with cross-functional teams to identify and implement system enhancements and new features.
 - Perform regular data maintenance tasks, such as data imports and de-duplication.
 - Create and maintain reports, dashboards, and data visualizations to provide meaningful insights and support decision-making.
 - Create and maintain all aspects of user and license management including new user setup/deactivation, roles, profiles, permissions
 - Help maintain the customized Salesforce modules at the MMRF which include Contracts, Grants, PNC, Development Reporting, Clinical Trials, etc.
 - Perform mass data uploads and updates via Data Loader
 - Understand 3rd party integrations and how they impact Salesforce data
 - Document processes, including error reports and changes to field history tables
2. User Training and Support:
- Provide ongoing user support, training, and troubleshooting to Salesforce CRM users.
 - Conduct training sessions and workshops to promote effective and efficient use of Salesforce CRM.
 - Collaborate with colleagues to identify user needs and provide solutions to optimize user experience and adoption.
3. System Integration and Maintenance:
- Collaborate with external vendors to integrate Salesforce CRM with other systems and applications, ensuring smooth data flow and efficient processes.
 - Conduct regular system audits, performance monitoring, and testing to identify and resolve issues promptly.
 - Stay informed about industry best practices, new Salesforce features, and emerging technologies to recommend system improvements.
4. Continuous Improvement:
- Proactively identify areas for process improvement and propose solutions to optimize Salesforce CRM functionality and effectiveness.
 - Participate in team meetings, cross-functional projects, and knowledge-sharing activities to contribute to the organization's overall goals and objectives.
 - Stay informed about nonprofit and cancer industry trends, challenges, and best practices related to CRM systems.

Qualifications:

- Bachelor's degree in a relevant field (business, computer science, or related) preferred
- Minimum of 1-2 years of experience working with Salesforce CRM administration in a nonprofit or healthcare setting.
- Salesforce Administrator certification (e.g., Salesforce Certified Administrator) is highly desirable.
- Strong understanding of CRM concepts, data management principles, and system administration best practices.
- Proficiency in configuring and customizing Salesforce CRM, including flows, validation rules, reports, and dashboards.
- Experience with data imports, data cleansing, and de-duplication processes within Salesforce CRM.
- Excellent analytical and problem-solving skills, with a keen attention to detail.
- Strong communication and interpersonal skills to effectively collaborate with cross-functional teams and provide user support.
- Ability to prioritize tasks, work independently, and manage multiple projects in a deadline-driven environment.
- Passion for the nonprofit sector and the mission of the MMRF, particularly in the cancer field.



Associate, CRM Technology

EEO Statement

The Multiple Myeloma Research Foundation (MMRF) is an equal opportunity employer and does not discriminate against any candidate based on race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, genetic information, marital status, sex, gender, gender identity, gender expression, age, military and veteran status, sexual orientation, or any other factor protected by federal, state, or local law.

The MMRF does not sponsor/facilitate any type of work authorization for this role. All applicants must currently have original valid unrestricted authorization to accept new employment in any role in the U.S. with any employer. There is also no future employer-provided sponsorship for this role to obtain or extend authorization to work in the U.S.